



HANBRIDGE INSTITUTE

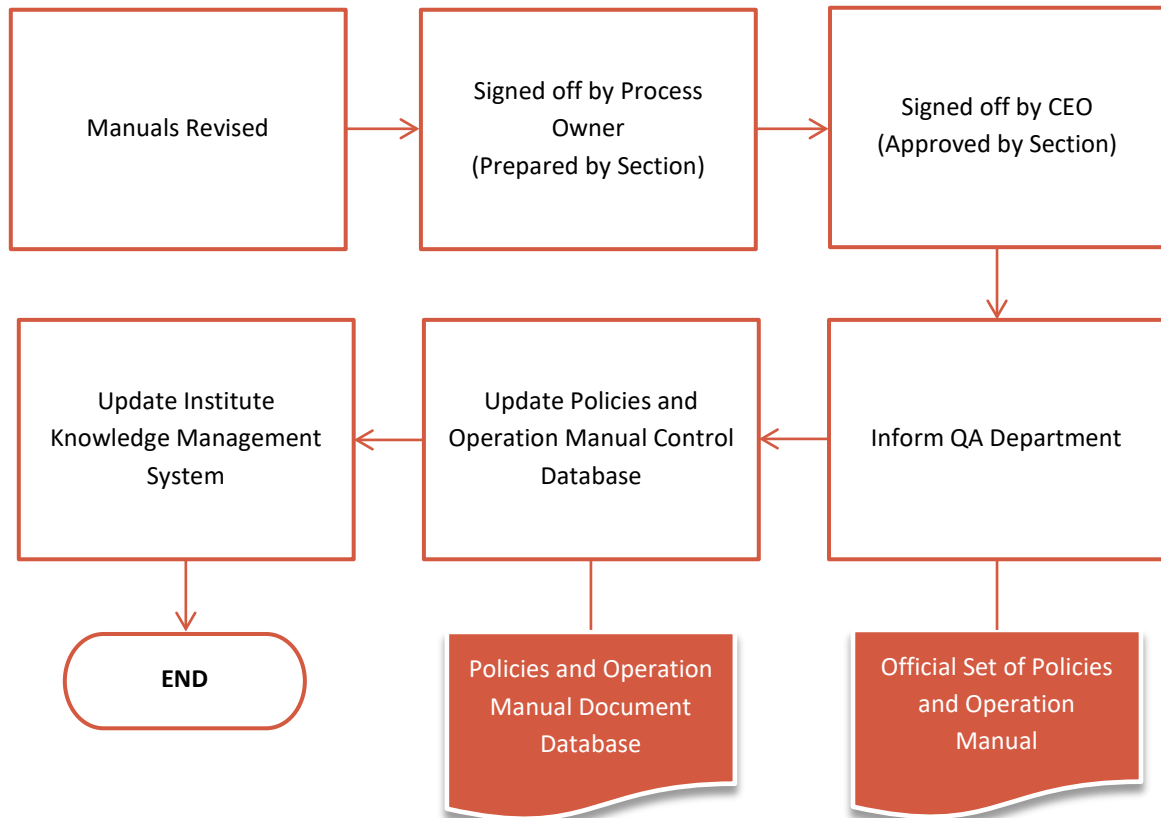
OPERATION MANUAL

OM-0609-C5.3-08

MANAGING AND MONITORING OF STUDENT SELECTION

1. Document Control Policy

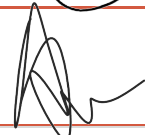
One of the Institute’s Controlled Documents will include the Official Set of Policies and Operation Manuals (“Manuals”) that must be endorsed and approved by the Chairman of PMER Committee prior to its release to any stakeholders. Any revisions to the Manuals must be documented / reflected in the Revision History (Item 2) of this Manual and also in the Policy and Operation Manual Document Control Database. The flowchart below captures the approval process and their respective supporting documents.



2. Revision History

Version	Description	Effective Date
00	Initial Release	27 March 2017
01	<ul style="list-style-type: none"> • Changed to Criterion 5.3.2 • Removed Criterion Reference to Operation Manual • Changed “counseling” to “counselling” • Added note on training of staff conducting Pre-Course Counselling and updated documentation column • Added point 1.6 and 1.7 on verifying originality of supporting documents • Added section 7 on review • Amended flowchart with changes 	15 June 2017
02	<ul style="list-style-type: none"> • Added 7.2 on review by process owner 	15 January 2018
03	<ul style="list-style-type: none"> • Added footnote on Academic Director 	28 February 2018
04	<ul style="list-style-type: none"> • Updated Document Signatory List 	27 November 2018
05	<ul style="list-style-type: none"> • Amended Criterion Number from “C5.3.2” to “C5.3” • Removed General Information header and box • Removed signing date from Document Signatory List • Amended Approved By Name • Amended Point 3.3 “if necessary” to “if applicable” • Added “Letter of Acceptance” along with “Letter of Offer” in Section 4 on “Notification of Application Outcome” • Amended “Designated Independent Internal Auditor” to “Independent Internal Process Auditor” in Point 7.1 • Updated Flow Chart accordingly 	17 July 2019
06	<ul style="list-style-type: none"> • Changed logo • Amended “School” to “Institute” throughout the manual 	18 March 2020
07	<ul style="list-style-type: none"> • Added Programme Head to Documentation & Responsibility for all Academic Director 	20 November 2020
08	<ul style="list-style-type: none"> • Updated Student Application Form (Local and International) to Student Application Form throughout the whole manual • Removed note on Student Application Forms in section 1. 	19 January 2021

3. Document Signatory List

Responsibility	Name	Title	Signature
Prepared by	Sam Kok	Administration Manager	
Approved by	Alan Go	Chairman of PMER Committee	

Write-up: Process Details	Documentation & Responsibility
<p>Note: Relevant staff who provides Pre-Course / Course Counselling will be briefed or trained on the Pre-Course / Course Counselling components and procedures to ensure they adhere to the Pre-Course / Course Counselling requirements to provide sufficient information to prospective students.</p> <p>1. Student Application</p> <p>1.1 The Institute's approved external recruitment agents / designated internal staff would conduct information sessions with potential students to identify their needs. Suitable courses will then be recommended based on the applicants' needs, and the applicant would be required to sign on the Pre-course Counselling Form to acknowledge that he/she has been informed of the various critical information. The completion of Pre-course Counselling shall then be indicated on the Student Selection and Admission Checklist.</p> <p>1.2 Thereafter, the agent/staff would conduct an initial assessment on the applicant's suitability, taking into consideration the minimum requirements of the course (including assessing suitability based on English Test if necessary). The completion of this assessment should be indicated on the Student Selection and Admission Checklist.</p> <p>1.3 If the applicant does not meet the minimum entry requirements of the course, the agent / staff would evaluate to see if the applicant is both suitable and interested for other courses offered by the Institute. If the applicant meets the minimum entry requirements, the agent / staff shall invite the applicant to submit the Student Application Form, together with all supporting documents, and to pay the application fee.</p> <p>1.4 For applicants applying with the Institute, the Course Consultant will have to sight and verify the originality of the supporting documents (i.e. certificates, transcripts, etc.).</p> <p>1.5 For overseas applicants applying through agents, the agent will first verify the originality of the supporting documents. In addition, before the student signs the Student Contract, the Course Consultant will do a second verification of the originality of the supporting documents.</p> <p>1.6 The Course Consultant shall then check the application and supporting documents for completeness, before indicating this on the Student Selection and Admission Checklist.</p> <p>1.7 The agent / staff shall then forward the Student Application Form, with supporting documents, and the Student Selection and Admission Checklist to the Academic Department for processing.</p>	<p>Training Records (Administration Manager)</p> <p>Pre-Course Counselling Form (Administration Department)</p> <p>Student Selection and Admission Checklist (Course Consultant)</p> <p>Student Application Form (Course Consultant)</p>

<p>2. Processing of Application</p> <p>2.1 Upon receipt of the application documents, the Course Consultant will verify the originality and authenticity of relevant supporting documents, and indicate its completion on the Student Selection and Admission Checklist.</p> <p>2.2 Next, the Course Consultant shall again check that applicant has met the minimum entry requirements for the course that he/she is applying for.</p> <p>2.3 The Administration Department shall then prepare and create a student folder, and file all the application documents in the folder. In addition, the Administration Department shall also include a Student P-File Checklist in the folder, so as to ensure that all relevant documents are properly filed.</p> <p>2.4 Upon verification that the student P-File is in order, the Administration Department shall forward the P-File to the Academic Director / Programme Head for approval.</p>	<p>Student Selection and Admission Checklist (Course Consultant)</p> <p>Student P-File Checklist (Administration Department)</p> <p>Student P-File (Administration Department)</p>
<p>3. Approval of Application and Monitoring of Selection Process</p> <p>3.1 Upon receipt of application documents, the Academic Director / Programme Head shall check and ensure that the application, along with all supporting documents, has been duly processed.</p> <p>3.2 Next, the Academic Director / Programme Head shall then indicate on the Student Selection and Admission Checklist whether the applicant should be offered enrolment with the Institute.</p> <p>3.3 In addition, should the application require approval from the University Partner, the Academic Director / Programme Head, with the relevant support, shall forward the application to the Partner and obtain its approval, if applicable.</p> <p>3.4 After which, the Academic Director / Programme Head shall return the application documents and the Student Selection and Admission Checklist to the Course Consultant.</p>	<p>Student Selection and Admission Checklist (Course Consultant)</p>
<p>4. Notification of Application Outcome</p> <p>4.1 Upon approval of the application by the Academic Director / Programme Head, the Administration Department shall prepare a Letter of Offer and Letter of Acceptance, which will be given to the applicant for his/her necessary action. A copy of the Letter of Offer and Letter of Acceptance should also be filed in the Student's P-File.</p> <p>4.2 Should the application be rejected, the Administration Department shall prepare a Letter of Rejection, which will be given to the applicant. A copy of the Letter of Rejection should also be filed in the Student's P-File.</p> <p>Note: Any special admission conditions (e.g. exemptions) would be listed in the Letter of Offer and Letter of Acceptance.</p>	<p>Letter of Offer / Letter of Acceptance (Administration Department)</p> <p>Student P-File (Administration Department)</p>
<p>5. Proceed with Student Admission</p> <p>5.1 Upon acceptance of application offer by the student, the Administration Department shall proceed with the student admission procedures.</p>	

<p>5.2 For details on student admission procedures, please refer to Operation Manual: Admission and Student Reporting.</p>	
<p>6. Monitoring of Student Selection Process</p> <p>6.1 The Student Selection and Admission Checklist is used as a tool to track the student selection and admission process. Other than the staff who has conducted the exercise indicating its completion or collation of documents from agents, another staff is also required to verify that the documents are indeed in proper order, and that the selection process has been adhered to.</p> <p>6.2 Evidence of such monitoring is by signing the “Document Verified by” column in the Student Selection and Admission Checklist.</p>	<p>Student Selection and Admission Checklist (Administration Department)</p>
<p>7. Review of Pre-course Counselling and Student Selection Process</p> <p>7.1 The Independent Internal Process Auditor will review the student selection process as part of his/her Internal Process Review, Audit, and Assessment of the Institute.</p> <p>7.2 In addition, the Process Owner will do a review of the process at least once a year to ensure that it is up to date and relevant.</p> <p>7.3 Furthermore, the pre-course counselling service will be reviewed at least once a year through the Student Satisfaction Survey Analysis Report.</p>	<p>IPRAA Report (Independent Internal Process Auditor)</p> <p>Student Satisfaction Survey Analysis Report (QA Manager)</p>

Flowchart: Managing and Monitoring of Student Selection

